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# Change History

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| --- | --- | --- | --- | --- |
| **Version** | **Updated By** | | **Date Updated** | **Brief Summary of Change** |
| Original | Scott Gibson | | 5/18/2009 | Original version |
| Trading Partner Compliance Update | Scott Gibson | | 5/27/2009 | Changed verbiage for shelf label expiry compliance |
| Sep 09 Revision | Scott Gibson | | 9/1/2009 | Added social compliance, DUNS information, and merchandising overview |
| Oct 09 Revision | Scott Gibson | | 10/1/2009 | Revised UCC-128 requirements, Shipping Instructions, Carton and Packing Requirements and Transportation Section |
| February-13 | Scott Gibson | | 2/2/2010 | Requirement of Promo code on UCC-128 label, Inclusion of Trading Partner Planogram access information |
| May-13 | Scott Gibson | | 4/26/2010 | Updated link to EDI documents and updated departments requiring price tickets |
| December-12 | Scott Gibson | |  |  |
| April-13 | Kellie Carter | | 4/26/2013 | Updated Traffic, Replenishment, EDI, Links. Added Duty Free |
| August 2013 | Kellie Carter | | August 23. 2013 | Updated Social Compliance, links, formatting |
| December 2014 | Kass Darrow, Sharon Standish | | 12/12/2014 | Updated links, formatting, general updates |
| March 2015 | | Kellie Carter | 3/25/2015 | Updated Vendor Compliance Rules, Added Domestic Preference Clause and Contract Surveillance. |
| Nov 2017 | | Edgar Samaniego | 11/16/17 | Updated Vendor Compliance Rules EDI-03 & EDI 04. |
| May 2018 | | Edgar Samaniego | 05/01/18 | Updated EDI Compliance Rule Names and Violation Descriptions. |
| Nov 2018 | | Edgar Samaniego | 11/30/18 | Updated Manual Infractions numbering convention. Attached updated CMMO Social Responsibility letter. |

# INTRODUCTION

## Scope

Welcome to the Navy Exchange Service Command (NEXCOM) 2014 Trading Partner Performance Manual. This manual provides information on how to do business with NEXCOM. It also provides information necessary to streamline the processes to bring merchandise to Navy Exchange (NEX) customers, the most deserving customers in the world.

To achieve that goal, trading partners must support NEXCOM’s goal of maximizing supply chain efficiency by embracing industry-wide technologies including Universal Product Code (UPC) and Electronic Data Interchange (EDI). Due to the importance of the compliance issues documented within this manual, NEXCOM reserves the right to assess charges for noncompliance to trading partners that do not follow the provisions of this manual.

Trading partners are encouraged to review the entire Trading Partner Performance Manual and to direct any questions regarding the content of this manual to the appropriate NEXCOM buyer.

## Social Responsibility

The military Exchange Services have a rich, proud heritage of serving the men and women of the uniformed services and their families. This global mission makes the Exchange Services citizens of worldwide communities and is rooted in the tenets of integrity, accountability and compassion, which are embodied in each service’s core values. Consistent with those values, the Exchange Services seek to do business with contractors, trading partners, suppliers and partners who share these same enduring values and consistently hold themselves and their agents to the Joint Letter Regarding Social Responsibility and Labor Standards.

The addendum referenced in NEXCOM’s Chief Merchandising & Marketing Officer’s, Rich Honiball, letter can be accessed via the online portal. All three pages must be completed to comply with NEXCOM’s Social Responsibility Compliance. Any questions concerning your compliance status should be directed to NEXCOM’s Social Responsibility Manger. All questions regarding your requirements for complying should be directed to the appropriate NEXCOM buyer.

***Contract Surveillance***

At its sole discretion, NEXCOM  may initiate or conduct periodic reviews, audits, surveillance, or administrative investigations into the activities of the Contractor, its employees or any subcontractors, directly related to the performance of the Contract, to verify the Contractor's compliance with the Contract, and to identify activities constituting fraud, waste, or abuse (FWA) of Government assets.  At the sole discretion of NEXCOM, the Contractor shall be so notified of such reviews, audits, surveillance, or administrative investigations, as appropriate (and at the appropriate time).  The Contractor agrees to cooperate fully during such reviews, audits, surveillance, or administrative investigations.  Further, the Contractor shall take appropriate steps to correct any issues of FWA or other operational problems identified during such audits, reviews, surveillance, or investigations, including issuing payment to NEXCOM in compensation for any damages suffered by the NEXCOM Enterprise.

***Vendor Responsibility for Employees***

The Trading Partner is responsible for obtaining base access, in accordance with base installation requirements, for any of its, its subcontractor's, or its suppliers’ employees who require access to perform duties related to this Agreement. At all times, Trading Partner is the employer for the purposes of worker’s compensation coverage and insurance. Whenever employees of the Trading Partner, its subcontractor, or its supplier are present at a NEXCOM location in their capacity as an employee of Trading Partner, its subcontractor, or its supplier, the Trading Partner is responsible and liable for all actions of those employees and any loss suffered by NEXCOM as a result of those actions.

**Domestic Preference Clause**:

Preference is given to American-made items if they meet consumer demand and are competitively priced.

**INSTRUCTIONS:**

* Trading partners that supply private label merchandise must complete this trading partner profile addendum for each production facility (both its own and for all subcontracted facilities) that will be used to produce private label merchandise for NEXCOM.
* Trading partner shall not produce any private label merchandise in any facility that has not been approved in advance by NEXCOM, after 9/1/03.
* No facility will be approved until this fully completed addendum is submitted, along with all required supporting documentation.
* Submit via email to [Social.Responsibility.Manager@nexweb.org.](mailto:Social.Responsibility.Manager@nexweb.org) Incomplete submissions will NOT be acted upon. Should you have any questions regarding this form, please contact the appropriate NEXCOM buyer.
* A separate form is required for each facility that will be producing private label merchandise (whether owned or subcontracted); however, after Part A has been completed, copies may be made before Part B is completed.
* The trading partner will be required to complete the Social Compliance addendum of the online trading partner agreement.

*JUN* 2 **7 2013**

DEPARTMENT OF THE ARMY AND AIR FORCE ARMY AND AIR FORCE EXCHANGE SERVICE DALLAS, TX 75236-1598

DEPARTMENT OF THE NAVY

NAVY EXCHANG E SERVICE COMMAND VIRGINIA BEACH, VA 23452-5724

HEADQUART ERS, UNITED STATES MARINE CORPS SEMPER FIT AND EXCHANGE SERVICES DIVISION (MR) QUANTICO, VA 22134-5103

**POLICY OF SOCIAL RESPONSIBILITY AND LABOR STANDARDS FOR PRIVATE LABEL AND DIRECTLY IMPORTED MERCHANDISE**

The Army and Air Force Exchange Service (AAFES), Navy Exchange Service Command (NEXCOM), and Marine Corps Exchange (MCX) have a proud heritage of serving the men and

women of the uniformed services and their families. The military exchanges perform a vital mission in bringing an array of products and services to military members and their families serving throughout the world. Our mission is global; we are citizens of many worldwide communities, supported by a

very diverse workforce. Our endeavors are deeply rooted in the tenets of integrity, accountability, and compassion, which are embodied in our core values. Consistent with those values, AAFES, NEXCOM, and MCX require their suppliers and/or manufacturers of private label merchandise and merchandise imported directly by the exchanges, to assess their practices, as well as those of their subcontractors, for compliance with these Social Responsibility and Labor Standards in this Policy and Enclosure ( 1). Any violations of these standards by any manufacturer or subcontractor may be cause for immediate termination of any agreement.

Each military exchange shall implement a program ensuring that its private label or directly imported merchandise is not produced by child or forced labor and make periodic assessments of this program. This program shall be based on the Social Responsibility and Labor Standards outlined in Enclosure (1). The military exchanges shall also use government agencies, such as the Departments of State and Labor, retailers, and the International Labor Organization, as resources for information and insights that would facilitate structuring the program. We will establish ongoing communications with these organizations tO help us stay abreast of information that facilitates our implementation and monitoring efforts to assure that exchange service merchandise is not produced by child or forced labor.

Wherever possible, we will pursue efforts to implement this program jointly to minimize costs where there are opportunities to do so.

AAFES, NEXCOM, and MCX shall continue to expect that all brand name merchandise suppliers will comply with all applicable federal or international laws and regulations concerning Social Responsibility and Labor Standards, and shall take appropriate contractual or other action if this expectation is not met.

* *c*

THOMAS C. SHULL

Director/CEO

Army and Air Force Exchange Service (AAFES)

Chief Executive Officer Navy Exchange Service Command (NEXCOM)

WILLIAM C. DILLON

Director

Semper Fit and Exchange Services Division (MR)

POLICY OF SOCIAL RESPONSIBILITY AND LABOR STANDARDS FOR PRIVATE LABEL AND DIRECTLY IMPORTED MERCHANDISE

Child Labor: Suppliers and/or subcontractors shall not employ any person under the age of 14 years, unless local minimum age law stipulates a higher age for work or mandatory schooling, in which case the higher age will apply.

Forced Labor: Suppliers and/or subcontractors shall not use force or other compulsory labor in the manufacture of products. Suppliers shall not require employees to lodge "deposits" or identity papers upon commencing employment with the company.

Working Hours: Suppliers and/or subcontractors shall comply with applicable local laws on maximum daily/weekly working hours.

Compensation and Benefits: Suppliers and/or subcontractors shall ensure that wages paid for a

standard workweek are consistent with local national laws.

Disciplinary Practice: Suppliers and/or subcontractors shall not engage in or support the use of corporal punishment, mental or physical coercion, verbal abuse, or withholding passports or travel documents.

Freedom of Association & Right to Collective Bargaining: Suppliers and/or subcontractors shall respect the right of all employees to form and join trade unions of their choice, consistent with prevailing local/national law and to bargain collectively, without any activity that impedes or suppresses freedom of association. Suppliers shall ensure that representatives of such employees are not subject to discrimination and that such representatives have access to their members in the workplace.

Discrimination: Suppliers and/or subcontractors shall be consistent with local laws regarding discrimination in hiring, compensation, access to training, promotion, termination, or retirement based on race, caste, national origin, religion, disability, gender, sexual orientation, maternity status, union membership, or political affiliation.

Safe and Healthv Workplace: Suppliers and/or subcontractors shall provide their employees with a safe and healthy workplace in compliance with all local laws.

A copy of these standards, translated in the language(s) of the workers, shall be posted in an accessible central location and visible to all employees at all production facilities that manufacture goods and merchandise for AAFES/NEXCOM/MCX. Any persons having knowledge of any violation of these standards are encouraged to contact:

Army and Air Force Exchange Service (AAFES)

Chief, Quality Assurance

3911 S. Walton Walker Blvd. Dallas, TX 75236 U.S.A.

Navy Exchange Service Command (NEXCOM)

Chief Merchandising Officer

3280 Virginia Beach Blvd. Virginia Beach, VA 23452 U.S.A.

Semper Fit and Exchange Services Division (MR) Head, Merchandising Branch 3044 Catlin Avenue

Quantico, VA 22134 U.S.A.

Enclosure (I)



## Guide to Doing Business with NEX

The Guide to Doing Business with the NEX provides a good overview and background of NEXCOM and all trading partners are encouraged to review it.

[www.mynavyexchange.com/nex/doing-business-with-us](http://www.mynavyexchange.com/nex/doing-business-with-us)

## Getting Started

After reviewing the Guide to Doing Business with the NEX, and once a buyer has agreed to do business, trading partners should familiarize themselves with this manual and the Publication 61 document linked below. Once those steps are completed and the trading partner determines they are able to meet the requirements of doing business with the NEX as outlined in this document, the trading partner will receive a Registration invitation from the appropriate NEX buyer to complete and submit the Trading Partner Agreement via the online Active Community portal.

## Relation to Publication 61

As a convenience, a listing of sections from Publication 61 that are especially pertinent to the retail business has been included below.

### 

### [www.mynavyexchange.com/nex/doing-business-with-us](http://www.mynavyexchange.com/nex/doing-business-with-us)

### Section A

* 25 - Procurement Misconduct pg. 14
* 16 - Advertisements/Endorsements pg. 12

### Section B

* 1 – Marking Instructions for Overseas Shipments pg. 17
* 2 – Commercial Bills of Lading for FOB Origin Shipments pg. 17
* 3 – Freight Description on Bills Of Lading pg. 17
* 4 – Return of Defective or Nonconforming Goods pg. 17

### Section C

* 2 – Contractors Price Warranty pg. 19

### Section D

* 1 – Invoice and Payment pg. 21
* 2 – Discounts for Prompt Payment pg. 22
* 3 – Data Universal Numbering Systems (DUNS) Number pg. 22
* 4 – Electronic Funds Transfer (EFT) pg. 22

# Technology

NEXCOM is committed to following industry standards to maximize the utilization of its technology investment to ensure that the best possible customer service is provided. Trading partners are also expected to maintain sufficient technological capabilities.

The following technology resources may be of assistance:

* Voluntary Inter-Industry Commerce Standards at <http://www.vics.org/>
* GS1 at <http://www.gs1us.org/>
* National Retail Federation at <http://www.nrf.com/>

## DUNS NUMBERS

All trading partners must provide a Dun & Bradstreet Universal Numbering System (DUNS) number. The DUNS number will be the trading partner’s identification number. If the trading partner does not have a DUNS number(s), see below “How to Obtain a DUNS Number” for information on how to obtain the required DUNS number(s) from Dun & Bradstreet. There is no charge to obtain a DUNS number.

If a company has more than one DUNS number, a determination needs to be made on which are applicable. If two or more DUNS numbers (i.e. to reflect separate divisions/branches of your company) must be utilized, talk to the appropriate NEXCOM buyer as a separate online Trading Partner Agreement must be completed for each DUNS number required.

### How to Obtain a DUNS Number

1. Dun & Bradstreet Contact Information
   * [http://www.dnb.com/](https://www.dnb.com/)
   * Customer Service: 1-800-234-3867
2. Dun & Bradstreet will ask for the following information:
   * Name
   * Company Name and Address
   * Line of Business
   * Number of Employees
   * Chief Executive Officer/Key Manager
   * Relationship to other businesses that may be linked in the D&B database for your company.
3. Note: DUNS numbers will not be assigned for the following:
   * Different departments at same location
   * Unstaffed operations of locations (e.g. automatic tellers)
   * Trade styles of additional names used by a company for buying and/or advertising purposes
   * PO Boxes used for general mailing purpose.
4. Note: DUNS numbers are retained for the following:
   * If a business moves to a new location, the DUNS number remains the same.
   * If a business stops operation without a successor its DUNS number is retired and will not be reissued
   * If a company consolidates operations or locations, one of the location’s DUNS numbers is retained for the consolidated location.
   * If one or more corporations merge into an existing corporation, the DUNS Number of the latter corporation is retained.

## UPC/EAN/GTIN Requirements

NEX’s scanning, ticketing and POS systems are equipped to utilize UPC and EAN codes. NEXCOM requires all retail products sold in NEX stores be identified with a scan able bar code attached to the product. Please contact GS1 at <http://www.gs1us.org/>for any questions related to bar-coding a product.

All of NEXCOM’s EDI transmissions are traded at the UPC/EAN level. **EDI**

NEXCOM utilizes EDI to trade business documents electronically. EDI is the automated application- to-application exchange of business data such as purchase orders, invoices, shipping notices and point-of-sale information. NEXCOM is committed to strengthening partnerships through the application of industry standard technology; therefore, its trading partners must be EDI-capable on the EDI documents listed below under “Current EDI Documents”. NEXCOM’s EDI specifications are posted at <https://www.mynavyexchange.com/command/contractor_vendor/cv-vendor.html>.

All trading partners are required to test with NEXCOM through SPS Commerce (<https://portal.hosted-commerce.net/sps/> ; username = nexvendor; password = spscommerce) prior to trading the 753, 754, 850, 810 and 856 documents with NEX. The reasons for this decision are as follows:

 Validate the VAN connection. Although the trading partner may be trading with other retailers and/or currently trading EDI transactions through the 3rd Party EDI Service the trading partner utilizes, there is still a setup process per supplier that needs to be completed. The confirmation of connectivity test is represented by processing an EDI 997 document.

 Even if NEXCOM is currently trading EDI transactions through the 3rd Party EDI Service the trading partner utilizes, NEXCOM still needs to test and validate:

* Business Rules based on Order Model (cross-dock versus bulk) to include invoicing method
* UCC-128 Labels are scan able
* Business validation rules around case versus each ordering
* Data synchronization of items

 EDI Service Providers often have more than one product including an integration service, which moves data in and out of the supplier’s backend systems. This setup is identical to an EDI Supplier that hosts its own EDI service and requires testing.

 Without detailed testing of each trading partner, NEXCOM would be forced to “test” the transactions in production, which would slow down the process.

* Additionally, the EDI 856 ASN/UCC-128 is a high profile transaction and the quality of the data and barcode scan will make or break the efficiencies gained.

The purpose of conducting EDI testing is to confirm the ability of NEXCOM’s vendors to exchange EDI data in compliance with EDI Standards, EDI guideline requirements, and to provide confirmation that the turnaround details from one business transaction to another are correct. The vendor must also be able to accept inbound documents such as the 754 Routing Instructions, EDI 850 PO and EDI 852 POS sales information and send outbound documents such as the 753 Request for Routing, EDI 810 invoice, EDI 856 ASN and a scan able shipping label in the correct format.

This involves testing the connection with the trading partners, EDI standards syntax validation, NEXCOM’s EDI guideline segment / element requirements, and additional business rules such as specific conditions based on order model (cross-dock or bulk) .

### Current EDI Documents

The following are mandatory documents:

* + 850 Purchase Order
  + 855 Inbound Purchase Order (mandatory for Vendor Managed Inventory trading partners only)
  + 856 Advanced Shipping Notice (ASN) including UCC-128 Bar Code label
  + 810 Electronic Invoicing
  + 997 Inbound/Outbound Functional Acknowledgement
  + 753 Request for Routing
  + 754 Routing Instructions
  + 860 PO Cancellation – buyer initiated (**Future 2015**)

NEXCOM also has the capability to process the following documents:

* + 832 Price/Sales Catalog
  + 820 Electronic Fund Transfer
  + 852 Product Activity Data (POS Sales)

## EDI 856 Advanced Shipping Notice (ASN)

NEXCOM requires a VICS EDI 856 ASN with carton level information for every shipment to a NEXCOM Distribution Center or store. Merchandise shipped by small package carriers requires one EDI 856 per carton. In order to send an EDI 856 ASN:

1. Complete the EDI section of NEXCOM’s [Trading Partner Agreement via the Active Community online portal.](https://www.navy-nex.com/command/contractor_vendor/PUBS/pdf/NEXCOM%20Vendor%20Profile_new.PDF)
2. Complete testing for EDI 753, 754, 850, EDI 810 and EDI 856/ UCC-128 label through [SPS Commerce](https://portal.hosted-commerce.net/portal/enablement.jsp?hub=628&amp;hubname=Nexcom%2BNavy%2BExchange) (<https://portal.hosted-commerce.net/sps/> ; username = nexvendor; password = spscommerce) prior to trading the 753, 754, 850, 810 and 856 documents with NEXCOM.
3. Notify EDI Business Team at [EDIBUSINESSTEAM@nexweb.org](mailto:EDIBUSINESSTEAM@nexweb.org%20) if a new EDI 856 ASN system is installed or to make changes to the current program.
4. Transmit a valid NEXCOM PO number(s) in the EDI 856.
5. The EDI 856 must be 100% accurate. Include all mandatory segments and must match the shipment. NEXCOM recommends a “scan and pack” method of EDI 856 ASN creation.
6. Do not include UPC codes for any quantities not shipped, including merchandise that is back- ordered.
7. Never transmit the same UCC-128 number on more than one EDI 856 ASN. NEXCOM cannot currently accept corrections on a systematic basis. If a trading partner needs to correct the ASN, contact NEXCOM’s [EDI Business Team at EDIBUSINESSTEAM@nexweb.org](mailto:EDI%20Business%20Team%20at%20EDIBUSINESSTEAM@nexweb.org) prior to transmitting the corrected ASN.
8. Every EDI 856 ASN must accurately provide a “ship-to” numeric code in the N104 segment that

matches the “ship-to” numeric code in the N104 of the EDI 850 Purchase Order.

* + Note: It is possible that that during the ship-to address verification process (SEE [**SHIPPING**](#_bookmark29) [**INSTRUCTIONS**](#_bookmark29) BELOW) that the final “ship- to” address will vary from the original address provided on the EDI 850 Purchase Order; however, the “ship-to” numeric code will **NEVER** change during the verification process.

1. Charges will be assessed if:
   * Trading Partner is removed from the program due to continued inaccurate ASNs.
   * ASN is inaccurate.
   * No ASN is sent or it is sent later than the time of receipt.

## NEX UCC-128 Label Requirements: Rev Feb10

1. All shipments to NEX locations require UCC-128 (SSCC-18) Shipping Container labels.
2. The trading partner’s UCC-128 data must be included in your EDI 856 ASN ship notice transmission.
3. The trading partner should have an ongoing UCC-128 bar code quality control program in place that ensures ANSI A or B print quality when scanning with a 10-mil aperture. Be sure to use “smudge-proof” labeling / ink and high quality paper products. For best results, the correct combination of paper, ink / ribbon and printer type should be chosen based on the trading partner’s method of shipping so that the labels arrive at NEXCOM’s distribution centers in a scan able condition. Do not use colored paper for UCC-128 labels, use non-reflective label stock and ink.
4. Create UCC-128 Shipping Container labels based on the UCC specifications. If a 4” by 6” label format is used, the UCC-128 bar code should be 3.02” in length, 1.25” in height, with a .25” quiet zone on each side. Only use UCC / EAN-128, subset C bar code symbology with the nominal X dimension of 20 mil.
5. Every UCC-128 number generated must be unique (across shipments, across divisions, across distribution centers, across departments, over time). **NEVER REPEAT CARTON NUMBERS**. Although industry standards state UCC-128 should not be re-used for 1 year, NEXCOM strongly recommends to never re-use UCC-128 numbers and to disable the ability to generate duplicate labels in the company’s system. If cartons are sent with duplicate UCC-128 numbers, the trading partner’s payment may be late.
6. Labels should be placed on long side or top of the carton, parallel to, but not overlapping the seam. Do not place labels over product ID numbers, UPC barcodes, retail price, or other consumer information. Be sure the label is placed so that the bar code is scannable, i.e. not on a seam or the corner of the carton, no closer than 1.25” from any edge.
7. Do not affix a UCC-128 Shipping Container Label to a carton until pack level detail is provided to the company’s ASN transmission.
8. DO NOT COVER PRODUCT INFORMATION WITH THE UCC-128 LABEL where the shipping carton is also the display (selling unit) carton on the selling floor (examples: toaster ovens, glassware sets, cookware sets, etc.). Use removable UCC-128 labels, shrink-wrap each carton before applying the UCC-128 labels, or design packaging to provide a space for the UCC-128 that does not interfere with selling floor display.
9. Do not cover the UCC-128 label with any tape. Covering the label with clear tape creates

“reflection” which causes the label to be unreadable.

1. NEXCOM transmits the department number in the REF segment of the 850 Purchase Order document. An example of how data will transmit is: REF\*DP\*597. Please refer to the 850 EDI Mapping Guides for additional information.

#### All shipping labels (UCC-128 or manual) require the following information:

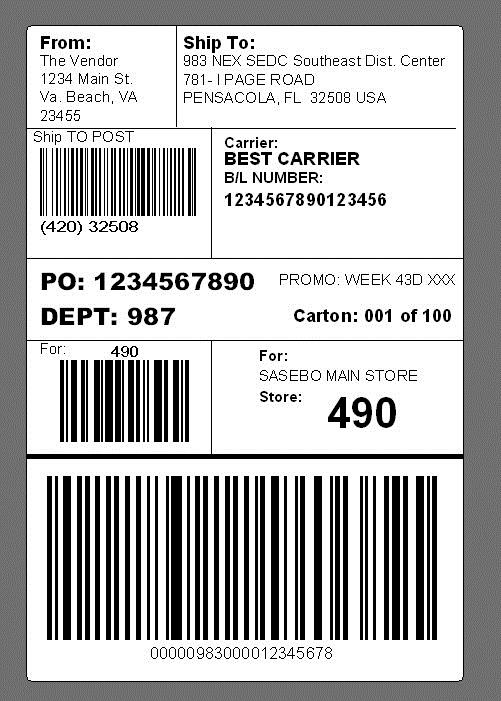
1. Ship from (Company name & address) (Zone A)
2. Ship to name and address. This information is to be obtained at time of routing and could be different from what is on the purchase order

Example: NEXCOM Northeast Distribution Center 1000 Kenyon Court

Suffolk, VA 23434 (Zone B)

1. Postal Code – Zone C
2. Bill of Lading number, carrier information - Conditional Field (Zone D)
3. Purchase order number, NEX department number and promotional verbiage from the SAC 15 segment of our EDI 850 PO. (Use a minimum 20 point bold font) (Zone E)
4. Identify number of smallest shipping unit, whether cartons or pallets shipped against each purchase order (i.e. 1 of 3, 2 of 3, 3 of 3). (Zone F)
5. Specific “Mark For” information will be transmitted within the purchase order. NEX Store/Warehouse number (minimum 30 pt. bold font, no abbreviations). (Zone H)
6. Standard for Shipping Container Codes (SSCC) -128 bar code symbology with
7. (Quiet zone of .25”, minimum length of 3.02” and minimum height of 1.25”, 20 digits human readable in Zone I)

**Example of a UCC-128 Label**



***UPC Catalogue***

NEXCOM utilizes UPC catalogue information from Open Text/GXS for its softline clothing division of product. It is strongly recommended that trading partners publish its UPC catalogue information to Open Text/GXS’s Inovis’ catalogue. Please contact Open Text/GXS at <http://www.gxs.com/contact>.

## Purchase Order Information

1. The general terms and conditions of purchase orders listed below apply to all purchase orders:
   * All FOB Origin and Destination orders must be routed /confirmed via the EDI 753 (Request for Routing) / 754 (Routing Instructions). Those trading partners not yet certified to trade the 753/754, orders must be routed /confirmed at <https://nextms.nexweb.org/GC3/glog.webserver.servlet.umt.Login> Please contact NEXCOM’s Transportation Office via email at NEX.Traffic.Management.Group.org for any questions.
   * Purchase orders are subject to terms and conditions in Publication 61.
   * Date of invoice must not precede date of shipment.
   * Shipments against the purchase order must be an exact match for item, UPC, case pack and cost.
   * A purchase order modification from a NEXCOM buyer is required prior to shipment of any item not in compliance with the purchase order.
   * No substitutions or additions will be accepted. These items will be kept or destroyed at NEXCOM’s option without payment to the trading partner. WARNING – Failure to comply with these instructions will result in a chargeback for excessive freight and a processing fee of $300.
   * Do not include freight charges on merchandise invoices.
2. Trading partners are not to accept any PO for retail product other than EDI PO(s) (with the exception of the few trading partners that are approved for automated FAX service). Trading partners that are on EDI 850 PO(s) must not accept faxed copies of purchase orders as valid.
3. Trading partners are responsible for verifying the accuracy of every PO detail, including “ship not before” and “ship not after” dates. Do not ship merchandise until all details are confirmed and the correction of any discrepancies are verified by an EDI retransmission documenting the EDI PO changes from the original transmitted order. If an agreement is reached to change the cost price, the trading partner must verify that the buyer completed such cost price changes and an updated EDI PO was retransmitted.
4. Do not ship merchandise before the “ship not before” date or after the “ship not after” date without NEXCOM’s prior written authorization. Trading partner ship windows will be validated at time of routing.
5. Shipment of merchandise that does not comply with the applicable PO, such as style, color, size, quantity, etc. may result in a chargeback, even if the NEX accepts the merchandise.
6. Pack and Mark EDI 850 PO(s) – Trading partners must follow NEXCOM’s allocations (SDQ segments on the EDI 850 PO(s)) as listed on the PO and must not over-ship any store.
7. NEXCOM reserves the right to reject unauthorized substitutions, invalid orders, canceled orders, early shipment, late shipments, over-shipments, and duplicate shipments. NEXCOM reserves the right to assess charges in respect of unordered merchandise whether rejected or accepted.
8. Backorders are not accepted without prior approval in writing from a NEXCOM buyer. NEXCOM’s EDI Business Team needs to be notified so that the mapping can be updated to reflect that back orders are allowed. The EDI 850 PO CSH01 segment transmits information on whether back orders are allowed or not.

CSH01 Sales Requirement Code

"N" - No Back Order.

"Y" – Back Order if Out of Stock.

## Partner Information Site

NEXCOM maintains a partner information site that provides sales information to authorized trading partners. The link to the Partner Site is [www.mynavyexchange.com/nex/doing-business-with-us/vendor-buyer-login](http://www.mynavyexchange.com/nex/doing-business-with-us/vendor-buyer-login)

Questions related to the site can be directed to [partner information@nexweb.org](mailto:partner%20information@nexweb.org)

# Replenishment

## Replenishment Overview

The NEXCOM buyer determines the best method of replenishment. NEXCOM utilizes a demand forecasting system to drive its replenishment for top selling items across most retail departments. There are currently six methods of replenishment of basic product:

1. Auto Replenishment (A/R) Warehouse Stocked – NEXCOM’s Oracle Retail System generates replenishment orders to the distribution centers for stocking based on warehouse transfers, inventory and established minimum and maximums. NEX stores are replenished from the distribution center based on sales, inventory levels and established stock levels. The purchase orders are transmitted to the trading partner as an EDI 850 transmission.
2. Auto Replenishment (A/R) Store Replenishment – NEXCOM’s Oracle Retail System generates replenishment orders either directly to the store or cross-docked through a distribution center based on sales, inventory levels and established stock levels. The purchase orders are transmitted to the trading partner as an EDI 850 transmission.
3. Store Order – NEX associates determine order quantity using a hand-held device based on the active, authorized assortment. The purchase orders are transmitted to the trading partner as an EDI 850 transmission.
4. Vendor Managed Inventory (VMI) – Authorized trading partners will set up systems to generate replenishment orders based on sales, inventory and established minimum and maximum stock levels. Please contact the appropriate NEXCOM buyer or the [EDI](mailto:Replenishment%20Action%20Team@nexweb.org) Business Team (edibusinessteam@nexweb.org) for more details on this program. VMI partners must be able to transmit EDI 855 Purchase Order Acknowledgement to NEXCOM.
5. Quick Order Entry (QOE) – QOE is utilized for daily store delivery type of merchandising for those trading partners that are able to provide the billing invoice at the time of delivery. Examples of product that are appropriate for this program are bread, milk and other daily delivery product. The purchase order, receipt, and invoice match will be created at time of receipt. Only authorized assortment items will be accepted. A purchase order number is NOT required on the invoice because the purchase order will be created at time of receipt at the store. In order to ensure accurate cost prices it is imperative that all cost changes be submitted to the NEXCOM buyer no later than 30 days prior to the effective date of the cost change.
6. Scan Based Trading (SBT) – NEXCOM has a SBT program available to qualified trading partners. Please contact the appropriate NEXCOM buyer or the EDI Business Team (edibusinessteam@nexweb.org) for more details on this program.

# Logistics - [Shipping Instructions](#_bookmark29)

## All NEXCOM Vendors (FOB Origin/FOB Destination) must utilize EDI (Electronic Data Interchange) 753 Request Routing/754 Routing Instruction for routing OR until SPS Commerce EDI 753/754 certified, be registered users of NEXCOM’s TMS. Vendor’s who receive FAXED PO’s are required to access and route via NEXCOM’s TMS even if they’ve certified for EDI 753/754.

## Two Types of Shipping Documents:

## NEXCOM Vendor Shipping Instructions (NEXCOM’s TMS) – For vendors who require a TMS account to manually access and utilize NEXCOM’s TMS to request routing for purchase orders

## - Table of Contents and Glossary of Terms - Required information for creation of a TMS account - Required information for creation of a vendor 5-digit ship from code (Required for Routing) - Step-by-step guide to creating a successful order release (routing request) - Requirements for Manifesting Parcel Shipments/Master Carton/Packing Slip details (FOB Origin) - NEXCOM requirements for LTL and TL Bill of Ladings (FOB Origin & FOB Destination)

## NEXCOM EDI 753/754 Shipping Instructions – For vendors who utilize 753/754 Electronic Data Interchange to request routing for purchase orders

## - Table of Contents and Glossary of Terms - Required information for creation of a vendor 5-digit ship from code (Required for Routing) - Requirements for Manifesting Parcel Shipments/Master Carton/Packing Slip details (FOB Origin) - NEXCOM requirements for LTL and TL Bill of Ladings (FOB Origin & FOB Destination)

Any questions related to these instructions should be directed to the NEXCOM Transportation Office at [nex.traffic.management.group@nexweb.org](mailto:nex.traffic.management.group@nexweb.org)

## Who Should Utilize These Shipping Instructions:

## The individuals who will be requesting routing for purchase orders and the individuals who will be shipping the merchandise

## Where to Find the Latest Shipping Instructions

## Shipping instructions can be found by visiting [mynavyexchange.com](http://www.mynavyexchange.com)🡪scroll to the bottom of the webpage🡪selecting ‘Doing Business With Us’🡪selecting ‘Traffic / Transportation Department’

## Quick link: <https://www.mynavyexchange.com/nex/doing-business-with-us/traffic-transportation-department>

## Cross Dock ASN Program

NEXCOM has implemented a Cross Dock ASN program at its distribution centers to speed merchandise [to the selling](#_bookmark16) floo[r. To elim](#_bookmark17)inate manual data entry and reduce handling, NEXCOM’s cross dock programs utilize the EDI 850 PO SDQ segments (see EDI 850 mapping for further details), the EDI 856 ASN, the UCC-128 labels and floor ready merchandise standards (applies to soft line clothing products). Merchandise is moved from the inbound truck via the sortation system and on to the outbound store delivery truck, but only if the EDI 856 ASN is consistently accurate.

During our implementation of the Cross Dock ASN program, NEXCOM experienced a 75-90% reduction in processing time which gets the product to stores faster and streamlines the order to pay cycle.

## Store ASN Receiving Program

NEXCOM has implemented a Store ASN Receiving program to increase the efficiency of the receiving process. Merchandise is received against the ASN without an item-by-item verification of quantity but only if the EDI 856 is consistently accurate. During the implementation of the Store ASN Receiving program, NEXCOM experienced a 75-90% reduction in processing time which gets the product to stores faster and streamlines the order to pay cycle.

## ASN Audit Program

NEXCOM is committed to using technology to move merchandise through its supply chain as efficiently as possible, including its Cross Dock and Store ASN Receiving programs which post the receipt to a location’s perpetual inventory without performing an audit. This is possible only when the accuracy of shipments is consistently high. NEXCOM requires that the EDI 856 ASNs are 100% accurate and that the trading partner has instituted an accuracy program to ensure compliance.

The NEXCOM audit looks at piece count accuracy. A trading partner will not be eligible for NEXCOM’s Cross Dock ASN program or ASN Store Receiving program until the audit shows consistently high accuracy. The goal must be 100% accuracy on all shipments. The UPC codes on physical merchandise must match the UPC and transmitted on the EDI 856 ASN.

Every trading partner is subject to the following audits:

* + EDI 856 ASN Qualification audit - As NEXCOM moves a trading partner onto its Cross Dock ASN program or ASN Receiving at the stores program, an audit will be performed to ensure the EDI 856 ASN is accurate enough to move on to these programs.
  + Ongoing audits – Once a trading partner is moved to the Cross Dock or ASN Store Receiving program, random shipments will be audited to verify the accuracy continues to be acceptable.
  + Integrity audit – If a trading partner’s audit results indicate frequent errors and accuracy percentages fall below 99.9%, the trading partner will be removed from the Cross Dock or Store ASN Receiving program and NEXCOM will discontinue the use of the EDI 856 ASN. Trading partners that remain in integrity audit for more than six months will be subject to additional charges.

## Carton and Packing Requirements

1. Seal cartons securely with security/reinforced tape. All openings on all sides of the carton, including edges must be sealed using the “H” method. Do not use material on cartons that may damage the sortation equipment. Do not use bands, straps, staples or string permitted around exterior of shipping container/carton.
2. No shrink-wrapping or plastic covering is permitted on exterior of carton because it may adversely affect scan ability of the UCC-128 label.
3. No metal or tape may be used.
4. No metal or tape may be used to bundle hangers within cartons.
5. No excessive tissue or paper as filler to “cube” or “fill-up” under-packed cartons. Cardboards or chipboard is permitted to protect goods. Tissue may be used only as necessary to protect packaging from sticking and damage during transit.
6. Small items must be packed so that items are not concealed within a carton.
7. Breakable products must be packed to prevent breakage during normal shipping and handling.
8. Carton width must allow hangers to fit squarely in the carton, not at an angle.
9. Use a shipping carton that fits the garment. Ideally, merchandise should be packed ¼ inch below the top of the carton, and 1/8 inch from the sides of the carton.
10. Do not over or under pack the carton, which impairs the integrity of contents and may impair ability to scan the UCC128 label.
11. Carton strength should be a minimum of 32 ETC (edge test crush) = 150 mullen to prevent crushing during transit. Large or heavy cartons may require a higher ETC.
12. NEXCOM encourages the use of environmentally friendly (recyclable and/or biodegradable) packaging whenever possible

# 

# Accounts Payable

## EDI Invoices

1. NEXCOM utilizes paperless EDI technology to pay invoices, including EDI 810 invoice and EDI 820 Remittance Advice documents. All merchandise (with the exception of approved QOE trading partner’s shipments) shipped to a NEX requires EDI invoices. Use of paper invoices violates NEXCOM’s standards.
2. Trading partners not yet using EDI technology must become EDI capable. Contact NEXCOM’s EDI Business Team at [EDIBusinessTeam@nexweb.org](mailto:EDIBusinessTeam@nexweb.org).

## EDI 820 Remittance Advice/Electronic Funds Transfer

NEXCOM has two methods of communicating remittance advice, the EDI 820 or notification via one e-Mail address per trading partner. Choose a method when filling out the Trading Partner Agreement Form.

## Inquiries

Accounts payable questions regarding shipments to the West Coast, Hawaii, Guam and Japan can be directed to NEXCOM A/P Manager in NEXCOM’s San Diego, at 619-237-5792. Questions regarding shipments to the East Coast and Europe can be directed to NEXCOM’s A/P Manager in Chesapeake, Virginia, at 757-819-7331.

## Proof of Delivery (POD) Request on unpaid invoices

1. Accounts Payable will request proof of delivery (POD) on invoices for which no record of merchandise receipt can be found. Trading partners will receive notification of a POD request and that payment will not be made prior to receipt of applicable POD.
2. A valid POD is defined as a freight bill stamped and signed by a representative of a NEXCOM distribution center or a NEX. The freight bill must include the purchase order number, carton count, and the name of the NEX location for which the shipment was designated. If there are multiple PO(s) on the shipment, the carton count must be provided by PO.

## Trading Partner Address Information

Any changes to a trading partner’s address file, shipping information, shipping location, change due to a merger, acquisition, bankruptcy filing, company closings, or change in licensee agreement, must be communicated to NEXCOM, within 48 hours of occurrence via e-mail to [EDI Business](mailto:EDI%20Business%20Team@nexweb.org) [Team@nexweb.org.](mailto:EDI%20Business%20Team@nexweb.org) Include the following information on **company letterhead** as an attachment in the email:

* + Trading partner company name and DUNS number.
  + Parent company name (old and new) if there has been a change.
  + Company address (old and new if there has been any change).
  + Description of event or other cause of change being reported, with effective dates of events.

#### Duty Drawback:

The U.S. Customs and Border Protection Service (CBP) charges and collects import duties and/or internal revenue taxes on a number of products as they enter the country. Should any of these products leave the USA to be sold abroad, the exporter of those products is eligible for a refund of 99% of the duty paid upon import from the government (through CBP). This refund is called duty drawback. Duty drawback offers a means for NEXCOM to provide value priced shopping for its customers. Effective 2013, NEXCOM will recover duty drawback on products exported to overseas NEX locations.

NEXCOM trading partners that provide imported goods subject to US customs duties and/or internal revenue taxes are required to forward the required import documentation listed below to NEXCOM’s Third Party Drawback Contractor, Koot & Associates:

* Completed Delivery Certificate for Purposes of Drawback (Customs Form 7552)
* Copy of the pertinent Entry Summary (Customs Form 7501)
* Commercial Invoice
* UPC translation to imported part level

To ensure confidentiality of the trading partners proprietary import cost data, NEXCOM will enter into a Non-Disclosure Agreement (NDA).

Koot & Associates, through the office of the NEXCOM Controller, will be contacting NEXCOM trading partners to ensure compliance with these new procurement terms as well as streamline the data collection process. A fee of 10% of the duty refund collected for all importations by NEXCOM will be given back to the trading partner to defray costs of gathering this information.

#### Post Audit Review

NEXCOM will have the right to examine and audit all invoices/chargebacks and other transactions of the trading partner anytime during the contract period and up to three years after contract final payment.

# Floor Ready

## Electronic Article Surveillance (EAS)

NEXCOM has implemented the Sensormatic Ultra-Max Electronic Article Surveillance System (EAS) in its NEXs. NEXCOM requires that its trading partners affix onto or into the product’s packaging Sensormatic’s Ultra-Strip III labels on any product with a retail value greater than $19.

## Ticketing Requirements

### General Standards

1. All merchandise shipped to a NEX must include a proper UPC or EAN ticket with correct industry standard UPC or EAN barcode.
2. Use only UPC or EAN tickets that meet GS1 specifications.
3. The quality of trading partner barcodes must support and not impair NEX scanning requirements. To ensure such quality, trading partners should institute an ongoing UPC or EAN barcode quality control program.
4. Do not use secondary barcodes. Use only one UPC or EAN barcode and only one ticket for any single item.
5. Comply with guidelines at [requirements and placements of tickets](#_bookmark49).

### Retail Price ticketing (clothing)

1. Include NEX retail on UPC or EAN ticket unless you receive prior approval in writing from the soft lines General Merchandise Manager (GMM).
2. Ticket retail must match retail on PO.
3. No piggyback tickets or ticket seeding.
4. Use only one retail price per ticket.
5. Print retail price clearly using at least 18-point bold font.

### Size requirements

NEXCOM requires color and size coding and follows VICS industry standardized color-coding guidelines. Trading partners must ensure that all sized merchandise has clearly visible size on the ticket. Visit VICS at [www.vics.org](http://www.vics.org/) for color detail requirements.

### Ticket Attachment and Placement

1. UPC or EAN tickets must be securely affixed to merchandise so as to be clearly visible to customers and sales associates.
2. Do not use safety pins, straight pins, or other pins of any kind. NEXCOM prohibits pins for all FOBs except folded dress shirts and folded woven sport shirts.
3. Do not loop strings around buttons or attach with pins or strings looped through buttonhole. Fused string, which is securely attached, is permitted.
4. Where fabric damage is a concern, swift-attach ticket through sewn-in label in the neck or in the waistband. On merchandise with sizes imprinted in neck, insert in nearest neck seam allowance.
5. All labels that are applied directly to products must use a removable adhesive.
6. Ticket both the item and the package for boxed/packaged merchandise that can be displayed out of packaging.
7. Merchandise that is packaged in multi-packs but is sold only as “eaches” must have each unit marked with a UPC or EAN and the outer carton marked with the “each” UPC or EAN. For example, wine glasses that are packed 4 to a carton but sold only by stem would require one UPC or EAN per stem and carton marked on the outside four times with the same UPC or EAN.
8. Merchandise that is packaged in multi-packs and is sold in “eaches” must have UPC or EAN tickets for the set as well as separately for each component of the set. For example, wine glasses packaged in a set of 4 and sold either as a set of 4 or by the stem, requires one UPC or EAN on the outside of the package to represent the set and a different, unique UPC or EAN on each stem to represent the single stem as a selling unit.
9. If merchandise is to be sold only as a set, affix only one UPC or EAN ticket to the outside of the package.

### U.P.C. Ticket Placement and Attachment Requirements

|  |  |  |
| --- | --- | --- |
| Item Requirement Belts | Ticket Placement Through buckle or on | Attachment  ‘Loop-lock’ or |
| Bottoms folded/hanging all FOB’s | belt  Left side or on yoke | sewn in  Swift attached |
| (shorts, pants, jeans, skirts) |  | or sewn on |
|  |  | yoke |
| Bras | Left side | Swift attached |
|  | seam/around front | or loop-lock |
|  | left strap |  |
| Dresses with sleeve/sleeveless | Left sleeve/through | Swift attached |
| Gloves – not boxed | vendor care label  Through vendor care | Swift attached |
|  | label/connected |  |
|  | string |  |
| Hair accessories on cards | Bottom of card | Stocker or |
|  |  | printed on |
|  |  | card |
| Hair accessories loose | Around or on item | Rat-tail, |
|  |  | dumbbell or |
|  |  | sticker |
| Handbags/Backpacks | Around handle, | Loop-lock |
|  | zipper, strap of frame |  |
| Handbags – clutch, hinged | joint  Through inner label | Loop-lock or |
|  | or zipper or through | sewn in |
|  | outside hinged joint |  |
| Hats/Caps | Through headband | Swift attached |
|  | or vendor care label |  |
| Intimate Apparel (excluding bras) | Left side/through | Swift attached |
|  | vendor care label |  |
| Jewelry on cards | Bottom of | Sticker or |
|  | card/bottom of box | printed on |
|  |  | card |

Jewelry loose/Watches Around the item Non- removable rat-tail or dumbbell

Ladies suits Left sleeve, cuff or

seam

Swift attached or sewn on joker

Luggage/Briefcases Around handle Loop-lock

Men’s, women’s dress & woven shirts

folded/packaged

Men’s, boy’s suits, sport coats and Blazers All FOB’s

Through placket on shirt

Left sleeve, cuff or seam

Swift attached through garment, do not ticket package

Swift attached or sewn on joker

Outerwear all FOB’s (Coats) Left sleeve or left cuff Swift attached

Robes Left sleeve/through

vendor care label

Scarves/shawls Through vendor care label

Shoes Front of box, next to

size identification

Swift attached

Swift attached

Sticker or printed on box

Socks On band or card Sticker or printed on band

Sold IN box/pkg (Cosmetics/Housewares/Tabletop/Glove s/Umbrellas/Candles/Bath Acc.)

Sold OUT of box/pkg (Frames/Housewares/Tabletop/Gifts/Wat ches/Candles/Bath Acc.)

On back of the box/package

On back of the box AND on the mdse

Sticker or preprinted on box Removable sticker on item & mdse.

Sweaters Through vendor care

label/left sleeve seam

Swimwear/Bodywear – one piece Left side/through

vendor care label Swimwear/Bodywear – two piece Left side/through

back of top /care label

Ties Through vendor care

label

Tops hanging - all FOB’s Left side seam/through vndr care label in neck

Tops folded – all FOB’s Through vendor care label in neck

Swift attached

Swift attached Swift attached

Swift attached Swift attached

Swift attached

Towels Corner Swift attached or sewn on

Umbrellas - not boxed Around the handle Loop-lock

Vest Left armhole seam/

lower left panel of vest

Wallets Securely attached to

product

Swift attached or sewn on

Sewn in or Loop-lock

### Miscellaneous Tickets

For items too small for a standard UPC or EAN hangtag ticket, such as jewelry or watches, properly affix small specialty tags.

### Retail Price Marking Requirements by Family of Business

### Requests for waiver of this requirement must be sent to support.tech.action.response.team@nexweb.org

|  |  |  |  |
| --- | --- | --- | --- |
| **DOES NOT REQUIRE RETAIL PRICE** | | **DOES REQUIRE RETAIL PRICE** | |
| **GROUP NO** | **GROUP NAME** | **GROUP NO** | **GROUP NAME** |
| 201 | CANDY | 240 | YMEN,SRF,SKT,DNM,SWM |
| 202 | TOBACCO | 241 | UNIFORMS ACCESSORIES |
| 203 | PETS | 242 | MENS FURNISHINGS |
| 204 | FOOD | 243 | INTIMATE/ HOSIERY |
| 205 | VIDEO GAMES | 244 | DOMESTICS |
| 206 | BEVERAGES | 245 | INFANTS |
| 207 | TELECOMMUNICATIONS | 247 | MENS/WMNS ATHL SHOES |
| 208 | PRE-RECORDED A/V | 248 | JUNIORS |
| 209 | WINE & SPIRITS | 250 | MENS COLLECT&CLASS |
| 210 | MAJOR APPLIANCES | 251 | MENS OUTDR&ACTIVE |
| 211 | CAMERAS | 253 | MENS/CHILDRENS SHOES |
| 212 | HOUSEWARES | 254 | LADIES DRS/CAS SHOES |
| 213 | SPORTING GOODS | 256 | MS/SPSZ SEPS,DRESSES |
| 214 | SMALL APPLIANCES | 258 | MS/SPSZ COLLECTIONS |
| 215 | TV & VIDEO | 259 | MS OUTDR/OUTWR,ACTIV |
| 216 | DIGITAL DOWNLOADS | 261 | GIRLS |
| 217 | SPORTS NUTRITION | 262 | BOYS |
| 218 | HOME ACCESSORIES | 263 | HNDBGS/ ACCESSORIES |
| 219 | FURNITURE | 264 | UNIFORMS CLOTHING |
| 220 | HD/ASSEMBLY/INSTALL | 270 | NAVY PRIDE |
| 221 | LUGGAGE | 999 | GI UNIFORMS |
| 222 | STATIONERY |  |  |
| 223 | GREETING CARDS |  |  |
| 224 | HARDWARE |  |  |
| 225 | TOYS |  |  |
| 226 | GIFTS SOUVENIRS LOC |  |  |
| 227 | BOOKS & MAGAZINES |  |  |
| 228 | AUTOMOTIVE |  |  |
| 229 | LAWN & GARDENING |  |  |
| 231 | HEALTH & BABY CARE |  |  |
| 233 | HOUSEHOLD CLEANING |  |  |
| 232 | JEWELRY |  |  |
| 234 | WATCH/SUNGLS/CJWLRY |  |  |
| 235 | COSMETICS |  |  |
| 237 | JEWELRY CONSIGNMENT |  |  |
| 238 | MASS BEAUTY AIDS |  |  |
| 239 | PERSONAL CARE |  |  |
| 255 | AUDIO & ELEC ACCESS |  |  |
| 257 | COMPUTERS & PERIPHERALS |  |  |

## 

## Hanger Requirements

All merchandise displayed hanging in a NEX, including sweaters, must be shipped on a black Floor Ready Hanger (note the exception for Kids on page 33). Hangers are expected to be in full compliance with all VICS hanger standards. (No Logos). The use of any hangers that fail to comply with these standards are subject to expense offsets from the receiving locations. This list is intended to be used as a general guide. If you have any questions regarding hanger requirements, contact the appropriate NEXCOM buyer.

Family of Business / Examples

TOP (use hanger size appropriate for product) Tops, Blouses, Dresses, Robes, Sleepwear Women’s jackets, 2-piece Pajamas (w/ slip tape), Intimate Apparel Daywear 12” Top Robes / Heavy Tops, such as Streetwear should

use the Jacket Hanger –

3328

Hanger Description 19” Top

17” Top

15” Top

12” Top

Style Number

Hanger Style

479

484

485

498

TOP Optional for Knitwear/ Sweaters / Robes

(alternate styles 888 & 999)

BOTTOM (use hanger size appropriate for product) Bottoms, Pants, Skirts, Shorts, 2-piece & Strapless

Swimwear, Men’s

Swimwear

Bottom hangers are available with clear “rubberized” / crease-free padding to prevent garment damage if necessary.

(Style 6208, 6210, 6212,

6214) Heavy Bottoms, such as Streetwear should use style 7008, 7010, 7012, 7014

10” Top

19”

17”

15”

14” Bottom

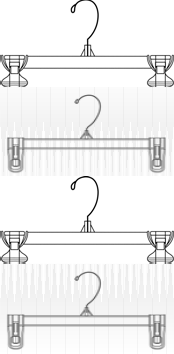
12” Bottom

10” Bottom

8” Bottom

497

579



584

585

6014

6012

6010

6008

7012

|  |  |  |
| --- | --- | --- |
| JACKETS (optional | 19” Top | 3319 |
| alternate to style #484) | 17” Top | 3328 |
| Women’s Jacket,  Streetwear Tops, and all other heavy Tops | 15” Top | 3315 |

WOMEN’S SUITS

Women’s, Juniors, Missy

Suits

|  |  |  |
| --- | --- | --- |
| COATS (use hanger size | 19” Coat | 3320 |
| appropriate for product) | 17” Coat | 3329 |
| Outerwear Coats and  Jackets | 15” Coat | 3316 |

17” Suits 494

SWIMWEAR HANGER

|  |  |  |
| --- | --- | --- |
| LEATHER COATS | 19” Leather | 3969 |
| (designed to prevent | 17” Leather | 3937 |
| product damage, optional | 15” Leather | 3945 |
| alternate to style #3329,  3316 & 3320) Men’s & |  |  |
| Women’s Leather Coats |  |  |

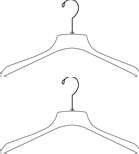
(with or without soft pad)

10”

12”

14”





8010



8012

8014

INTIMATE APPAREL

Intimate Apparel (Bras / Pants / Slips) Clear, No Logos

GS-11 GS-19 CW-87

Men’s / Young Men’s Sport coats and Suits

Use wishbone style wood hanger or black plastic hanger (pant bar if needed)

Women’s Designers Black velvet

Infants / Children’s Infants Children’s through Girls 6x Boys 7 separates use white plastic molded hook hanger in common use today, with color sizer as outlined in VICS

standard. No logos.

All other children’s sizes use appropriate clear hangers noted in top

& bottom sections.

12”

9412

10”

9410

8”

9408

10”

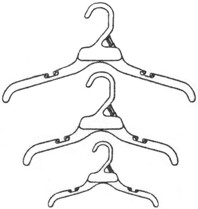


6110

8”

6108

472

467

496

12”

495

10”

951

959

Use a combination of the top and bottom hangers for all 2- piece Men’s, Women’s, and Children’s (over Girls 6x / Boys 7)

Coordinates / sets, except suits. Clear plastic extenders may be used.

Use mini-guards or foam strips on top hangers to prevent garment slippage or damage to fine fabrics if necessary or as directed by buyer.

DO NOT USE SIZE INDICATORS ON HANGERS (except Infants / Children’s, Men’s suits and sport coats)

## Presentation Standards

1. All merchandise must be received in “floor ready” condition ready for immediate placement on selling floor. Any exceptions to this rule must be approved in writing by NEXCOM’s softlines General Merchandise Manager (GMM).
2. All garments to be displayed folded require a size strip unless requirement is waived in writing by NEXCOM’s softlines General Merchandise Manager (GMM). Size strips are recommended, but not required for folded dress shirts and folded woven sports shirts or tailored dress slacks.
3. Sized non-garment products such as comforters, blankets, and “Bed in a Bag” must clearly state the size on the product using print not smaller than 18-point bold font. The size indicators must be clearly visible on at least two sides (front and side) of the product.

### Wrinkle Prevention

1. Cover each hanging or folded garment with a clear, dry cleaning style plastic bag only if necessary to prevent wrinkling or soiling. Bags are not otherwise required.
2. Pack merchandise flat in cartons. If merchandise must be folded, use only one fold at the bottom of the garment.
3. Lay garments front side facing up.
4. Close all buttons, zippers, and hooks to prevent wrinkling or damage.
5. Delicate items should be placed on top to prevent crushing.
6. Do not over pack or under pack cartons.

# Trading Partner Performance Management

NEXCOM continues to make significant investment and commitment to technology and systems described in this document. This document describes NEXCOM’s requirements and standards in considerable detail and provides instructions for obtaining assistance. Trading partner noncompliance to these requirements causes disruptions to NEXCOM’s mission to provide quality goods and services at a savings and to support Navy quality of life. NEXCOM expects trading partners to comply with the standards and requirements detailed in this manual and listed below. NEXCOM’s trading partner compliance policy is intended to recover additional cost incurred by NEXCOM due to trading partner noncompliance. NEXCOM regards a trading partner’s noncompliance as consent to assessing trading partner non-compliance offsets.

The basic requirements are:

* + Shipments against the purchase order must be an exact match for item, UPC, case pack and cost.
  + The purchase order must specifically line-list the merchandise to be delivered. No substitutions or additions will be accepted. These unauthorized items may be kept or destroyed at NEXCOM’s option without payment to the trading partner.
  + A purchase order modification must exist within the merchandising system prior to shipment for any items not in compliance with the original purchase order.
  + All case pack changes must be communicated to the appropriate NEXCOM buyer well in advance of any shipments against the new configuration.
  + NEXCOM buyer must be provided with the correct product cost (purchase order cost must match the billed cost). NEXCOM will pay the lower of the invoice and purchase order cost in cases of a discrepancy.
  + Following NEXCOM Trading Partner Shipping Instructions.

**The following chart lists the trading partner compliance issues and fees.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Rule ID** | **Rule Name** | **Violations** | **Deduction Fee** |
| M1 | **Label Requirements** | Non Scan able | $300 per PO/shipment |
|  |  | Mark For location is null or wrong |  |
|  |  | Label size specs |  |
|  |  | Mark For location does not match |  |
|  |  | Incorrect label placement |  |
| M2 | **Shelf Life Requirements** | Received Expired | $300 per PO/shipment |
|  |  | Received with less than 30 days until expiration |  |
| M3 | **Carton/Pallet Requirements** | PO Information missing | $300 per PO/shipment |
|  |  | Ship to missing |  |
|  |  | Multiple carton info missing (1 of 100) |  |
|  |  | Missing Packing Slip |  |
| M4 | **Shipping Accuracy** | Contents do not equal what is on ASN | $300 per PO/shipment |
|  |  | Over-ship |  |
|  |  | Incorrect Items |  |
|  |  | Multiple PO's in one carton |  |
|  |  | UPC does not match PO |  |
| M5 | **Ticket Requirements** | No Tickets | $300 per PO/shipment |
|  |  | Missing UPC's |  |
|  |  | Incorrect UPC's |  |
|  |  | Pricing |  |
|  |  | Placement |  |
|  |  | Wrong Ticket Type |  |
| M6 | **Missing ASN After Physical Receipt of Product** | Missing ASN | $500 per ASN/shipment |
| M7 | **Manual Receiving** | Shipment had to be manually received | $250 Admin Fee + Hourly Rate $15 hourly rate Hours will be variable |
| EDI 1 | Late 997 | Alert if 997 is not received 48 hours after PO issuance | $100 per instance |
| EDI 2 | Incorrect location on ASN | Ship To location must match between PO and ASN. | $300 per ASN |
| EDI 3 | Incorrect items on ASN | Item/UPC code mismatch between PO and ASN | $300 per ASN |
| EDI 4 | Over Shipment | Sum of total over shipped items from ASN is 5% or greater than sum of Quantity Ordered from PO | $300 per ASN/PO |
| EDI 5 | Under Shipment | Sum of total under shipped items from ASN is 5% or greater than sum of Quantity Ordered from PO. | $500 per ASN/PO |
| EDI 6 | Late Shipment | Shipment sent after 'Ship not after' date in PO + 10 business days | $500 per late ASN/PO |
| EDI 7 | Early Shipment | Shipment sent before 'Ship not before' date in PO | $300 per ASN |
| EDI 8 | Container Violation | Container Number cannot be duplicated **among** ASN's and must be between 1 and 30 characters. | $300 per ASN |
| EDI 8a | Container Violation | Container Number cannot be duplicated **within** the ASN and must be between 1 and 30 characters. | $300 per ASN |
| EDI 9 | UPC must be unique within the same container | The same UPC cannot be listed multiple times within the same container | $300 per ASN |
| EDI 10 | ASN does not match PO | ASN contains PO Number that does not match existing PO | $300 per unmatched ASN |
| EDI 11 | Cases vs Eaches | UOM on ASN must equal UOM on PO | $300 per ASN/PO |
| EDI 12 | Duplicate ASN’s | Duplicate Shipment ID's per supplier | $300 per ASN/PO |
| EDI 13 | HLP Container Information | Pack level must contain accurate container information | $300 per ASN/PO |
| EDI 14 | Mark For Location Validation | Mark For Location on PO must match Mark For location on ASN | $300 per ASN/PO |
| EDI 15 | Mark For Quantity Validation | Mark For Quantity on PO must match Mark for Quantity on ASN. | $300 per ASN/PO |

## 

**Return to Trading Partner** **Unordered Merchandise**

1. Unordered merchandise includes unauthorized substitutions, invalid orders, cancelled orders, early shipments, late shipment, over-shipments and duplicate shipments. NEXCOM reserves the right to reject or accept unordered merchandise and, in either case, to assess charges.
2. If NEXCOM elects not to accept unordered merchandise, merchandise may be re-consigned to a carrier of NEXCOM’s choice to be delivered to the trading partner for disposition, all at trading partner’s cost plus additional charges.